

## Reservations

Call Transit Express at 262-650-7433 to schedule your trip. Reservations are taken between the hours of 7:00am and 5:00pm seven days a week. You may hear a recording when the Transit Express office is closed, but you can leave a voice mail to schedule your trip. You may schedule trips between one (1) day and 21 days in advance. Reservations made for the next day must be made by 12:00 noon the day prior to the trip.

## Fares

The one-way fare for a Standard Zone trip is \$7.50. For an additional \$5.00, service will extend into the Extended Zone, as long as the trip begins or ends in the Standard Zone area. Fares must be paid when boarding the van. Failure to pay a fare will result in the refusal of service for that trip.

## Visitor Policy

Persons visiting the Paratransit Service area that show an "ADA Paratransit Eligible" identification card issued by another transit system, OR that can provide proof of disability, OR that can self-certify as to inability to ride Waukesha County Transit Route 901, may use Paratransit Service for 21 days within a 365 day period. After 21 days of service within the 365 day period, the visitor must be certified to ride Paratransit Service.

## Contact Us

### By Mail:

Waukesha County Transit  
Paratransit Service  
2311 Badger Drive  
Waukesha, WI 53188-5932

### By Telephone:

Certifications: 262-524-3636  
Reservations: 262-650-7433

### By E-Mail:

[transit@waukesha-wi.gov](mailto:transit@waukesha-wi.gov)

## Accessible Ways of Contacting Transit Express

Hearing Impaired passengers may contact Transit Express by using the Wisconsin Telecommunications Relay System (WTRS). The numbers for the WTRS are:

Nationwide: 711

TTY: 800-947-3529

Speech to Speech: 800-833-7637



# WAUKESHA COUNTY PARATRANSIT



## GUIDE TO RIDE





## Welcome to Waukesha County Paratransit Service!

Waukesha County Paratransit Service (Paratransit Service) is a demand-responsive transportation service, provided in accordance with the Americans with Disabilities Act (ADA), for persons unable to use Waukesha County Route 901. Paratransit Service is operated by Transit Express.

### Certification

Everyone that uses Paratransit Service must be certified. Request a Paratransit Service application (see below for detailed instructions), fill out the application, and send it back to Paratransit Service at 2311 Badger Drive, Waukesha, WI 53188-5932.

You will be notified within 21 days of our receipt of your application as to whether it was approved or not. Once your application is approved, come to the Waukesha Metro Downtown Transit Center at 212 E. St. Paul Avenue, Waukesha and receive your Paratransit Service photo ID (Transit Express will transport you, if necessary).

*Note: This certification process will also certify you to ride Waukesha Metrolift.*

### Requesting a Paratransit Service Application

To request a Paratransit Service application, call 262-524-3636. An application will then be sent to you via U.S. Mail, FAX, or email. The application, which is the same for Waukesha Metrolift, is also available on the Waukesha Metro website, [www.waukeshametro.org](http://www.waukeshametro.org) on the Metrolift page.

### Service Area

Paratransit Service operates its Standard Zone within 0.75 mile of a bus stop along Waukesha County Transit Route 901. For an additional fee, Paratransit Service will operate into an Extended Zone that includes: within a mile of Route 901 and the entire Waukesha Metrolift service area. To determine if Paratransit Service serves your area or a specific destination, call Transit Express at 262-650-7433.



### Personal Care Attendants

Passengers that might need extra help while traveling on Paratransit Service can have their personal care attendant (PCA) certified to travel with them. The PCA will ride for free on Paratransit Service, but only when traveling with the certified Paratransit Service rider. Please note that riders are limited to one PCA per passenger. Riders should make Paratransit Service aware that they intend to use a PCA when they are applying for certification and each time they schedule a ride. Obtaining a PCA is the rider's responsibility. Paratransit Service does not provide PCAs.

### Days & Hours of Operation

Paratransit Service operates:  
Monday – Friday 5:10 AM - 7:10 PM

No service is operated on weekends or on the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.

